

# Quick Reference Guide

**MEDICAL/BEHAVIORAL HEALTH PROVIDERS**

## IMPORTANT CONTACT INFORMATION

<b>Provider Services</b>	<b>1-800-556-0674</b>
<b>Member Services - Medicaid</b>	<b>1-800-556-0689</b>
<b>Member Services - Medicare</b>	<b>1-888-963-7092</b>
<b>Utilization Management - <i>Medical</i></b>	<b>1-888-364-6061</b>
<b>Utilization Management - <i>Behavioral Health</i></b>	<b>1-866-664-7142</b>
<b>New York Medicaid Choice</b>	<b>1-800-505-5678</b>
<b>Review Claims &amp; Eligibility:</b> Visit our website at <a href="https://amidacareonline.staradministrators.com/Default.aspx">https://amidacareonline.staradministrators.com/Default.aspx</a>	

## REQUESTING PRE-AUTHORIZATION SERVICES

- Call **1-888-364-6061** or Fax the Pre-Authorization Form to **1-717-265-7098**
- All out-of-network services MUST have an authorization number, which will be completed within 24-48 business hours: **1-888-364-6061**
- Members can self-refer to any provider for an initial outpatient mental health visit
- Outpatient mental health services do not require authorization
- Inpatient behavioral health services, including psychiatric hospitalizations, detox and rehab require notification within 24 hours of admission
- Call **1-866-664-7142** for assistance with inpatient or outpatient mental health and inpatient detox/rehab services
- Listed below are some of the most common services which require pre-authorization:
 

✓ All Out-Of-Network Services	✓ Home Care
✓ Durable Medical Equipment (DME)>\$500	✓ Skilled Nursing Facility Admissions
✓ Elective Admissions and Ambulatory Procedures	✓ Hormone Replacement Therapy for Transgender Members
✓ Medical Rehabilitation	

Please refer to your Provider Manual or call 1-800-556-0674 for more information regarding these services requiring pre-authorization.

## CLAIMS

- Mail medical paper claims to: AMIDA CARE Claims, P.O. Box 21455, Eagan, MN, 55121
- Electronic submitters use Amida Care submitter ID **#79966**
- To check the status of a claim, or to check eligibility call Provider Services at **1-800-556-0674**
- Mail Behavioral Health paper claims to: Beacon Health Strategies, Amida Care Health Plan Claims Department, 500 Unicorn Park Drive, Suite 401, Woburn, MA 01801-3393
- Behavioral Health Electronic submissions are done through Beacon eServices by going to [www.beaconhealthstrategies.com](http://www.beaconhealthstrategies.com) and clicking on the Provider eServices quicklink on the homepage.  
**Beacon Health Strategies Payor ID is 43324** and Amida Care plan ID is **029**

## UPDATING YOUR PROVIDER PROFILE

To make updates to your provider profile, i.e. update a telephone number, add/change of address, or close your panel you may contact us at: **1-800-556-0674**

# Quick Reference Guide

MEDICAL/BEHAVIORAL HEALTH PROVIDERS

## APPEALS

- **Utilization Management Appeals to:** Amida Care Appeals Dept., 2170 W. State Rd 434 Suite 450 Longwood, FL 32779
- **Amida Care Claims Appeals to:** Attn: Claims Appeals P.O. Box 21455, Eagan, MN, 55121
- **Behavioral Health Appeals to:** Beacon Health Strategies, Amida Care Health Plan Claims Department, 500 Unicorn Park Drive, Suite 401, Woburn, MA 01801-3393

## AMIDA CARE CARE-COORDINATION DEPARTMENT

An Amida Care Coordinator can assist you with access to services and benefits including:

- Locating / contacting a member
- Coordinating transportation
- Securing a timely specialist appointment
- Referral for case management or assistance with supportive/social services
- Accessing a member's utilization data
- Obtaining a consultation report

## ASSESSMENTS/SERVICE PLANS

- Initial Comprehensive Case Management Assessment/Service Plan should be completed within 45-days from the effective date of enrollment
- Case Management Reassessment/Service Plan are required every six (6) months (180-days) or as indicated by member's status
- Either fax to: 646-786-1802 or mail to: Amida Care, 14 Penn Plaza, 2nd Floor, New York, NY 10122

## HEALTHY MEMBER REWARDS PROGRAM

Allows members to receive incentives for completing basic health activities:

- Child and Adolescent Well Care Visits Including Immunizations
- Primary Care Physician Monitoring Visits
- Health Screening and Services
- Cancer Screenings
- Preventive Care
- Weight and Nutrition

## SPECIAL MEMBER PROGRAMS

- Live Your Life Events help members to be healthy, happy and fulfilled
- Transgender Services (hormone replacement therapy)
- For more information, please contact Member Services 1-800-556-0689

## SERVICES COVERED BY MEDICAID FEE-FOR-SERVICE

Amida Care members will continue to access these services directly through Medicaid Fee-For-Service using their Medicaid ID Card:

- Transportation (**LogistiCare**)
- Long Term Care
- COBRA Case Management

*To obtain copies of the AmidaCare Provider Manual, Provider Modification Form, Amida Care Formulary, Pharmacy Directory, Utilization Management Policies, Clinical Updates, and Provider Newsletters, please visit our website at:*

[www.amidacareny.org](http://www.amidacareny.org)